Question	Answer
Mailing Checks Do we still need State Agency permission to mail out WIC checks?	Yes, Local Agency (LA) staff must always obtain permission from the State Agency (SA) to mail checks. Refer to Policy FCI 04.07.00 – Mailing KWIC Checks at http://www.kdheks.gov/nws-wic. This policy has not changed with KWIC, although we expected LAs would occasionally mail checks more often than "pre-KWIC" because of potential printer/computer issues. As always, only one month of checks may be mailed and LA staff must call the SA to describe the situation and receive approval. If your assigned SA staff person is unavailable, ask to speak to someone else. There are a few changes and clarification in this procedure since the implementation of KWIC. • Print the KWIC "Mailed Check Letter" for the particular client to send with the checks. • Write "Mailed" on the check stub and store the stubs as usual. You do **not** have to get the client's signature at a later date. • Stamp "Do Not Forward" and "Address Correction Requested" on the mailing envelope under the agency return address. • Use first class mail. If you are considering mailing a month of checks due to technology problems, consider client preference. A client may prefer to come back to the health department (or send the Alternate Caregiver) rather than have the check mailed, even if they live a long distance away.
Security – Default Password I requested security clearance for a newly trained staff person. My email states, "Please see clinic coordinator for default password." I am the clinic coordinator, and what's the password?	For security reasons, the SA does not send the password with the logon information. Clinic coordinators should call the KWIC Help Desk at 1-866-516-3606. The Help Desk will provide the default password, which will remain the same for future employees.

Question	Answer
Returned Formula A client is bringing back cans of formula and one check with formula on it for this month. She needs a different formula for her baby. What window do I use?	The Reissue Formula Checks Window is used to generate new checks for formula when at least one of the original checks has already been cashed and the client brings in the purchased formula and/or remaining checks in exchange for new formula checks. Refer to Policy: FCI:02.04.00 Changing a Food Package and 02.05.00 Documentation and Use of Returned Formula. 1. Open the Reissue Formula Checks Window under the Checks Menu Heading 2. Select the new formula type. 3. Select the food package. If this is a powdered formula, choose the food package that corresponds to the number of cans of formula that can be replaced. Remember that the last number before the hyphen is the number of cans of powdered formula in the food package. 4. Select the check that most closely resembles the number of cans of formula that the mother is returning under “Checks that maybe reissued.” If a mother is returning both formula and checks, select the check that she is returning also. If going from a concentrated liquid to another concentrated formula the first check is always 24 cans and the second check is 7 – choose the most appropriate check. If going from a powdered formula to a concentrate or ready to feed formula, select the check that will have a similar amount of ounces of available formula. You may need to click on “View Checks” to identify which check or food package is best to choose. The amount of formula issued may not exceed the total of the cans returned plus the amount on the checks returned. 5. A note should be placed in the note section stating the exact type of formula and how much was returned and why a new food package is needed. Highlight this note, select Edit on the Menu Bar, Select Copy. (see #8) 6. Click the “Reissue Checks” button to print the checks.

Question	Answer
	7. Close the Reissue Formula Checks Window. Open the Void/Replace Checks Window and void the check that the mother is returning. Shred the check. Do not void the check before using Reissue Formula Checks Window or you will not be able to use this window. 8. Open a Follow Up Wizard for the infant, open the Notes Tab, Select a new note, Open Edit on the Menu Bar, Select Paste to paste the note from the Reissue Formula Checks Window into Notes so that this information can be tracked as necessary. In the future notes from the Reissue Formula Checks Window will appear in the client's notes automatically. 9. Record the amount of returned formula and subsequent distribution on the *Tracking Sheet for Receipt & Disposition of Returned Formula.*
Transfer Card Should a WIC clinic use the transfer out option and prepare a transfer card for a client who is moving within the state of Kansas?	No, the transfer card should be printed and given only to clients transferring **to another state** from your WIC clinic. When the transfer card is printed, the client is automatically terminated. KWIC does not allow a new receiving Kansas clinic to reinstate a terminated client. Only the originating clinic can reinstate the client. If you give a transfer card for an in-state transfer, you also give a problem to the Kansas WIC staff at the client's new clinic. They must call you to reinstate the client into your clinic. Only then can they transfer the client. Do **not** issue a transfer card to clients who want to transfer to another Kansas WIC clinic. Instead, provide information about their new clinic including the phone number and location. Use Clinic Directory Report – Abbreviated under the Reports tab to generate clinic information. When the clients get to their new Kansas clinic, that staff will transfer them into their clinic. This action then terminates the client in your clinic.

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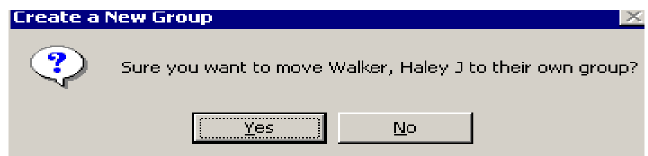
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>Large Family Groups
Some of our families on KWIC are very large and it makes using the notices tab and appointment scheduler difficult. The groups contain terminated clients such as children who are over 5 years of age or some foster moms have many foster children who are no longer with them but still in their KWIC family. Can we remove the terminated clients someway?</td><td>Some groups in KWIC are quite large because all clients in a group appear as long as one member is active. Yes, you can make the group smaller by creating a new group.

Select one of the terminated clients on the Find Client Tab.
Select “Create New Client Group” from the drop down list under the Client Menu heading. KWIC will ask you ARE YOU SURE??



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Click yes, and the client is in his/her own group.
You must type in the caregiver name and address again. The original caregiver’s name can be used or if a foster child, his/her name can be used as the caregiver name.
Other terminated family members can be added to this group by selecting “Switch Groups” from the drop down list under the Client Menu heading and selecting the group desired. If all members in a group have been terminated for at least 6 months, this group will not appear on the Find Client tab unless you check “Display Inactive Groups.”
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